Job Description

Job Title: Migration Assistant – LDP Pro Bono
Location: Bronx, NY
FLSA Status: Full Time, Non-Exempt
Classification: Administrative Support Worker
Department: Immigrant & Refugee Services  Program/Contract: Special Projects
Reports to: Special Projects Director

Supervisory Responsibilities: Yes ☐ No ☒

Summary: Through the Immigrant and Refugee Services Division, Catholic Charities Community Services is a leading provider of quality immigration legal assistance in New York City and the Lower Hudson Valley. The Pro Bono Migration Assistant will join CCCS as part of a statewide initiative to provide legal screenings and pro bono placement representation in in isolated and underserved communities across the Lower Hudson Valley and New York City. Under the supervision of the Special Projects Manager and Pro Bono Supervising Attorneys, the Pro Bono Migration Assistant supports operational and case management needs, including data entry and management into various tracking systems for case referrals, case matching, placements and outcomes; facilitating meetings and follow up for prospective clients of the Pro Bono Project; service event materials preparation and event coordination, including reserving requisite space, scheduling clients based on capacity, case file maintenance and administrative follow up on routine types of immigration matters.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

• Project Responsibilities
  ▪ Responsible for the administrative needs of the Pro Bono Project, including data and document maintenance as it relates to the compliance needs of the project's contractual obligations;
  ▪ Track weekly external communication and engagement activity with Pro Bono partners, including external events Pro Bono Project staff attend, partner interest areas, and case matching strategies for pro bono placement, etc.;
  ▪ Maintain tracking systems, including assessment results, for external and internal case referrals;
  ▪ Help coordinate and staff project-based and cross-project collaborative events, including Pro Bono Trainings and Webinars, Pro Bono Secondary Evaluation Clinics and other small-scale, rapid response clinics;
  ▪ Help coordinate communication priorities, as needed, including pending case placements, and website update needs, as well as new resources produced by the Project or Supervising Attorneys;
  ▪ Assist with data driven research relating to new and prospective Pro Bono Project initiatives.
• Administrative and Clerical Responsibilities
- Providing information to the public on office services (including intake/consultation days, the Immigration Hotlines, and parish outreach).
- Answering and routing telephone calls.
- Scheduling, confirming, and canceling appointments for Pro Bono Project staff.
- Assisting Special Projects with the coordination of volunteers and clinical programming.
- Using client management database (LawLogix) to register, maintain, and update client records, and to record deadlines and all correspondence received for or from clients;
- Using LLX and other databases to track data and metrics in concordance with current contract and internal reporting requirements, as well as assist with generating reports;
- Processing program forms, including office intake forms and grant specific forms;
- Create and maintain physical and electronic files, including managing correspondence with clients and documenting correspondence with immigration and other agencies;
- Ensuring client files are organized in cabinets, as delineated by internal case file standards for client services and contract-based audits;
- Retrieving and returning files to cabinet as needed;
- Under the supervision and training of a Pro Bono Supervising Attorneys, interpret during secondary evaluation meetings for referred clients, and pre-screen their relevant family members associated with a referred client’s case and draft secondary evaluation intake memos;
- Assist clients receiving direct representation services to obtain documents necessary to apply for relief, and follow up with clients via phone, mail, and e-mail;
- Under the supervision of a Pro Bono Supervising Attorney, help manage and schedule incoming referrals for secondary evaluations to the project for prospective clients who are residents in counties within the Lower Hudson Valley; help coordinate space, case management, or case support needs for clients with placed with a pro bono partner in NYC or the Lower Hudson Valley;
- Providing clerical support to the Pro Bono Supervising Attorneys - including filing, photocopying, and mailing, maintaining physical files and updating digital case notes for clients, and assisting as needed with supporting documentation and application preparation;
- Assisting Project Managers across the department and the Special Projects Director as needed for reporting and contract specific needs.

**Position Type and Expected Hours of Work:**

This is a full-time position that will require working with underserved communities both in New York City and the Lower Hudson Valley. Days and hours of work are generally 9:00 AM - 5:00 PM Monday- Friday. Position requires willingness to travel to all five (5) boroughs, to site locations in the Lower Hudson Valley, and some weekend and evening hours. Additional hours may be required to meet court, community, or client needs, as well as program deadlines.

**Working conditions and physical demands required:**

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Remain stationary at a work station and in meetings, and use a computer at least 75% of the time;
- Bend, stretch and use short ladder in order to file;
• Travel, as needed, by using public transportation or vehicle, traverse city streets, occasionally ascend/descend stairs, and be exposed to outside weather conditions;
• Carry a laptop and event-related materials to offsite events.

Qualifications

Education and/or experience required:
• Bachelor's degree in related field, or Associate degree or High school degree with equivalent professional experience related to this position.

Skills, Licenses, and/or competencies required:
• Bilingual: English plus Spanish.
• Ability to manage high-volume communication and priorities for a fast-paced project.
• Ability and experience working with diverse individuals and communities.
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• Highly motivated and pro-active self-starter.
• Ability to be flexible and prioritize accordingly.
• Comfort using technology and inputting data, including working knowledge of MS Office (i.e., Microsoft Word, Excel) and Google platforms.
• Experience working as an immigration legal administrative assistant, organizer, or advocate; and
• Demonstrated commitment to social justice issues and experience working in a non-profit or community-based setting.